



**Toyota Motor Sales, U.S.A., Inc.**  
19001 South Western Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-14030  
March 5, 2014

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recalls 11V-539, 12V-528, and 12V-542 Dealer Notification Letter for Owner Follow-Up Notice

To whom it may concern,

Please find attached Dealer Notification Letters for a Follow-Up Owner Notification for the following Toyota and Lexus vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
11V-539	B0M	Certain 2004 Avalon
		Certain 2004-2005 Camry Vehicles
		Certain 2004-2005 Solara Vehicles
		Certain 2004-2005 Highlander Vehicles
		Certain 2004-2005 Sienna Vehicles
		Certain 2006 Highlander HV Vehicles
	BLG	Certain 2004-2005 ES330
		Certain 2004-2005 RX330
		Certain 2006 RX400h
12V-528	C0S	Certain 2012-2013 Scion iQ Vehicles
12V-542	C0V	Certain 2001-2004 MY Tacoma Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

Mark Kubota  
Quality Compliance Assistant Manager

Attachments:

- Toyota Dealer Notification Letter
- Lexus Dealer Notification Letter

To: All Toyota Dealer Service Managers & Parts Managers

Subject: Owner Renotification of Non-Completed Safety Recalls and Limited Service Campaigns

Safety Recall completion is important not only in satisfying government requirements but also is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the Follow-Up Notice and contact your dealership. Please note the follow-up activity may cause an increase in your current campaign owner appointments. Toyota will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

## 1. Safety Recalls Covered in the Renotification

Campaigns	Description (Title)	Model and Model Year
B0M	Engine Crankshaft Pulley	Certain 2004 Avalon Vehicles
		Certain 2004-2005 Camry Vehicles
		Certain 2004-2005 Solara Vehicles
		Certain 2004-2005 Highlander Vehicles
		Certain 2004-2005 Sienna Vehicles
		Certain 2006 Highlander HV Vehicles
C0S	Occupant Classification System (OCS)	Certain 2012-2013 Scion iQ Vehicles
C0V Phase 2	Excessive Corrosion of the Spare Tire Carrier Lift Plate	Certain 2001-2004 MY Tacoma Vehicles (4WD and PreRunner)
D0E	ECM Software Update	Certain 2012-2013 Tundra and Sequoia Vehicles

## 2. Follow-Up Owner Notification Letter Mailing Date

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail as required by Federal Regulation, over a period of several weeks consistent with parts availability.

## 3. Technical Instructions

Technical Instructions to conduct these campaigns can be found on **TIS**.

## 4. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the **specific** Safety Recall. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Order parts ensuring that dealership stock levels do not exceed 5% of the notices being mailed in your dealership's PMA.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

**5. New Vehicles in Dealer Stock**

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

**6. Pre-Owned Vehicles in Dealer Stock**

Toyota requests dealers to conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by a Safety Recall prior to delivery to the customer.

**7. Customer Handling and Dealership Follow-Up**

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the Safety Recall Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of these Safety Recalls and know how to accurately answer customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recalls. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

Hello [Mr./Ms.] \_\_\_\_\_ [Customer Name],

Our dealership \_\_\_\_\_ [Dealership Name] is following up with you regarding Safety Recall \_\_\_\_\_ [Safety Recall No.] which involves \_\_\_\_\_ [Safety Recall Title]. Our records indicate that your vehicle falls within the parameters of this Safety Recall and as a customer convenience I would like to answer any questions that you may have. [Answer any questions using the Safety Recall Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this important recall campaign?

What date and time will be convenient for you to bring your vehicle into our service department which is located at \_\_\_\_\_ [dealership address]. If you have any further questions or concerns, please contact me at \_\_\_\_\_ [contact name and telephone no.]

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for this Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

October 30, 2013

To: Lexus Service and Parts Managers  
From: Lexus Service and Parts Operations  
Subject: Owner Re-notification of Non-Completed Safety Recall

Safety Recall completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Lexus products. Lexus will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had recall repairs completed.

We request your assistance in completing the applicable repairs as owners receive the Follow-Up Notices and contact you. Please note the follow-up activity may cause an increase in your current owner appointments. Lexus will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing their manpower requirements.

#### 1. Safety Recalls/Campaigns Involved in the Follow-Up

Safety Recall/Campaign	Description	Model and Model Year(s)
BLG	1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley	Certain 2004 - 2005 ES 330 and RX 330 and Certain 2006 RX 400h

#### 2. Follow-Up Owner Notification Letter Mailing Date

The Follow-Up Owner Notification Letters ("owner letters") will begin in early November, 2013, approximately one week after the dealer notification. The owner letters will be mailed over a period of several weeks consistent with parts availability by first class mail as required by Federal regulation.

#### 3. Technical Instructions

Technical Instructions to conduct these campaigns can be found on TIS.

#### 4. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Safety Recall. As a practice, dealers should utilize the following guidelines to determine parts order for this re-notification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

#### 5. Vehicles in Dealer Stock

Dealerships are requested to perform recall campaign procedures on any vehicles in their stock prior to delivery. Always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

## **6. Customer Handling and Dealership Follow-Up**

Please consider this follow-up a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority. Customers who receive a Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy.

Please ensure that all customer contact personnel at your dealership are aware of this Safety Recall and know how to accurately answer customer's questions or how to direct the customer to someone that can.

Please review this letter with your staff to familiarize them with the proper procedure for this re-notification activity.

Thank you for your understanding and cooperation.